

# **Feeding Southwest Virginia**

## **Job Description**

**Position Title:** Mobile Market Assistant – Grant Position, Abingdon, VA  
**FLSA Status:** Non-Exempt  
**Salary Grade:** 9  
**Department:** Operations  
**Location:** Abingdon, VA  
**Supervisor:** President and CEO  
**Supervises:** None  
**Revised Date:** 9/16/20

### **Position Purpose:**

The Mobile Market Assistant's primary function is to provide full support to the Mobile Market initiative including introducing and expanding SNAP assistance to qualifying low-income, food insecure individuals. Organizing and supplying SNAP approved perishable and non-perishable food items for sale in rural and underserved markets. Ensure 100% capture of all POS / EBT transactions, suggesting potential demand-based repeat or new items within the Mobile Market framework, and provide pertinent client information in order to solicit strategic long-term funding for all mobile distribution programs. The Assistant will work closely with the Mobile Market Coordinator to ensure client needs are met, and to provide dynamic plans and SOP's to bring consistency to the program.

Responsible to inspect carryover products for re-use, create a document to track and document non-saleable carryover items by category, and/or description, for disposal in support of financial profit and loss analysis. Analyze and edit SOP's as needed based on distribution site experiences, and all other tasks as assigned by the President and CEO.

### **Position Essential Functions and Responsibilities:**

*To be successful in this role, an individual must be able to perform in a satisfactory manner the functions or responsibilities listed below.*

### **Position Responsibility (Expected Work)**

1. As the Mobile Market Assistant, he/she will demonstrate a professional demeanor in interactions with all FSWVA staff, agencies, program representatives and government officials in providing direct support in ensuring a compliant safe facility and environment.
  - Keep informed and consistently practice the policies and procedures of Feeding Southwest Virginia, Feeding America national office, USDA, FDA and government regulations pertaining to food handling, storage, sanitation and disposal.
  - Ensure that appropriate maintenance of the warehouse, equipment, grounds, vehicles, sanitation, pest control, fire prevention and safety procedures are followed.
  - Possess basic knowledge of Feeding Southwest Virginia and all programs.
  - Complete ServSafe Manager training within the first three weeks of employment and keep current.
2. The Mobile Market Assistant reports directly to the President and CEO and is responsible for supporting the Programs Department.
  - Link partner agencies with their local resources, both public and private, to assist partner agencies in accomplishing their mission.
  - Ensure the provision of technical assistance needed by partner agencies.
  - Provide ongoing evaluation of regional needs and the capabilities of our partner agency network, paying particular attention to areas of low resources and high need, pounds/meals per person in poverty and other measurements of hunger and food insecurity.
  - Conduct outreach to partner agencies, program sites, and community-based partners, providing information on SNAP benefits and eligibility in assigned region.
  - Assist individuals with pending enrollment in SNAP, with required applications.
  - Communicate details of Mobile Distribution across service area with appropriate staff including: warehouse/facilities Chief Operations Officer, inventory coordinator and the Mobile Market Coordinator.
  - Maintain calendar, files, database and records for Mobile Market program, including daily service counts.

- Complete monthly statistical reports computing demographic data for distribution by site; as well as city/county calculations.
  - Coordinate with Nutrition staff for healthy recipes for mobile markets.
  - Ensure all necessary equipment and vehicle(s) are available for pantry program.
  - Attend community outreach events, fairs, and forums, as needed.
  - Commit to and understand the FSWVA mission, sharing the mission, vision and values of the organization.
  - Actively participate and collaborate in philanthropy and outreach programs.
  - Supervise volunteers during tasks/assignments and show/share responsibility for the overall Volunteer Experience.
  - Complete other tasks as needed or requested by the President and CEO and Chief Operations Officer.
3. Maintains and follows effective processes for office communication and administrative procedures.
- Maintain program files to ensure compliance with Feeding America and governmental regulations.
  - Handle site distribution complaints, suggestions and requests.
  - Develop strong customer service skills in effectively working with the public.
4. In working as a contact for the organization, demonstrates a professional demeanor in all interactions with partner programs, visitors, volunteers, donors and the general public.
- Visitors and volunteers should be handled professionally and promptly.
  - Deal effectively with a variety of personalities and situations requiring tact, judgment and resolution.

### **Diversity:**

Demonstrate a core value of diversity by modeling and ensuring diversity and cultural competency (respect, inclusiveness, reflecting, valuing and welcoming of cultural differences) in all position responsibilities regardless of age, color, disability, gender, gender identity or expression, social class, marital status, national origin, race, ethnicity, religion, sexual orientation, veteran's status, nationality, age, language, origin or employment status.

### **Other functions:**

- Promote a cooperative spirit within the organization and among internal and external participants.
- Perform other duties as assigned by the President and CEO, Chief Operations Officer and Operations Director.

### **Interface: Responsible in maintaining positive relationships**

- Partner Programs, agencies and other nonprofit organizations and their representatives.
- General Public.
- Other departments within Feeding Southwest Virginia.
- Volunteers.

### **Minimum Skills and Qualifications required to capably perform in the position**

#### **Training, Education and Experience:**

##### **Education:**

- Bachelor's Degree and at least 2 years of progressive experience in nonprofit, human services field with a demonstrated ability to work with people from a variety of background, and community outreach planning.

##### **Experience:**

- 1-2 years of strong customer service experience required.

##### **Knowledge, Skills and Abilities:**

- Capable of demonstrating exceptional analytical skills in reporting and data tracking preferred.
- Able to work independently and to handle multiple priorities under minimal supervision.
- Position requires a high-degree of professionalism and trustworthiness.
- Demonstrated ability to work independently and meet deadlines while managing multiple tasks and changing priorities required.
- Strong interpersonal skills and ability to interact with internal and external audiences are required
- Ability to develop and maintain productive working relationships with staff and from all areas of the organization is necessary.

- Strong customer service ethic is required.

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- Possess a willingness to learn.
- Excellent organizational skills.
- Required attention to detail.
- Occasional evening and weekend work required for special events.

**Allowable Substitutions:** Combination of education, experience, and/or training that provides the required knowledge and skills for the position may be considered in lieu of education and/or experience at the company's discretion.

### **Language Skills:**

- Must have excellent written and verbal communication skills with demonstrated ability to communicate effectively and convey concepts in an understandable way.
- Ability to communicate effectively with staff, volunteers, children and other professionals.

### **Mathematical Skills:**

- Ability to perform basic math functions such as addition, subtraction, multiplication, division and fractions.

### **Technical/Computer Skills:**

- Proficiency required in the use of Microsoft Office Word, Excel and Outlook Software.
- Capable of learning and independently operating equipment required for the position including but not limited to printer, multi-use copier, and postage machine and phone system.

### **Other Skills and Abilities:**

The ideal employee will be able to:

- Multi-task
- Have great customer service skills
- Problem-solve with limited supervision
- Work a flexible schedule that will include some evenings and weekends

### **Licenses and Certificates:**

- Employee must have a valid driver's license and a clean driving record.
- Employee must be able to obtain a ServSafe Food Manager certification within 3 weeks of employment commensurate with Proctor's test schedule and availability.

### **Team Commitment:**

Considers the benefits and consequences to the team when taking action, openly shares ideas and information with others, effectively completes work activities with and through others, helps others achieve goals and complete work to meet the needs of the team and the organization. Criticizes actions, when necessary, not people and effectively negotiates win-win outcomes.

### **Flexibility:**

- Be willing to work overtime and mandatory days set forth by the organization on short-notice.
- Be willing to work flexible coverage as needed.

### **Physical Demands:**

The demands described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the tasks outlined in this job description. The position operates in an office setting within the food bank and conducts works externally requiring driving. This position requires working in an internal and external warehouse environment consisting of hot and cold temperatures, walking, standing, bending, climbing, stooping, twisting, pulling and pushing. Routine travel to meetings, functions, and special events is normal which requires driving. Occasionally, may be required to respond to organizational needs outside of normal working hours. With forklift traffic in the facility and product stacked and stored throughout, this position requires someone who is mobile and who can hear and watch for traffic and normal hazards of a warehouse environment. Conducts work in a fast paced and deadline driven environment.

**Work Environment:**

*Feeding Southwest Virginia is an equal opportunity employer and embraces a philosophy that recognizes and values diversity. Our goal is to attract, develop, retain and promote a talented diverse workforce in a culture where all employees will contribute to their fullest potential. This description provides information regarding the essential function of the designated job, and the general nature and level of work associated with the job. It should not be interpreted to describe all the duties whose performance may be required of such employees or be used to limit the nature and extent of assignments the individual may be given. This job description is not an employment agreement or contract.*

I understand the requirements of the job.

Employee: \_\_\_\_\_  
**(Please print name)**

Date: \_\_\_\_\_

\_\_\_\_\_  
**(Employee Signature)**

Supervisor: \_\_\_\_\_  
**(Please print name)**

Date \_\_\_\_\_

\_\_\_\_\_  
**(Supervisor Signature)**